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September 5, 2012

Public Service Commission of South Carolina

~~P.O. Drawer 11649~~ 101 Executive Center Drive, Ste 100  
Columbia, SC 29210

SC PUBLIC SERVICE  
COMMISSION

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Ref: Docket #2012-177-WS

Dear PCS,

I am writing to adamantly oppose the outrageous rate increase requested by TCWS (Tega Cay Water Service). We already pay significantly more than friends and family in the region ( Charlotte/Rock Hill) for our water service!

Our household consists of only myself & my husband, both middle-aged. Our monthly bill is typically \$70.00 --this proposed increase is totally unacceptable in view of this already ridiculously high rate.

When we first moved here 10 years ago, we actually had them come out and check for leaks because we thought THEN that the bill was too much for just us!!!

We try very hard to conserve water and limit our usage in an effort to lower our water bill. We do not irrigate our lawn and I collect rain water for my container plants. I buy bottled water for our personal drinking and cooking. I have a high-efficiency front loading washer; lo-flow showerheads; and only use the dishwasher when full. **I honestly don't think there is any way for us to further cut our usage.....unless we skip bathing at the house altogether and literally go jump in the lake!!!!**

But if this proposed incredible price hike is allowed, I will have to find some way to pay the price, which will cost us several hundred more dollars per year--for NO ADDITIONAL BENEFITS!

This incompetent and greedy company ALREADY has --Permitted by YOU, who are supposedly owe your very existence to insuring fair use and watching out for consumers--a significant rate increase just 2 years ago--which was protested vigorously then! I personally have seen no improvements within the last 2 years --except for more frequent boil-water advisories!


We currently have ( and have for some time) a leak (soggy ground) on the street-side\* of our water meter. Several years ago, I duly reported it; after a long wait of months, they came out, spent an hour or two digging

\* let me make clear--this leak is totally their responsibility -- it's an incoming pipe to the water meter from the street.'

it up, "repairing" it, then repairing the ground and--again, later, repaired a small patch of asphalt . The work was sloppy and the attitude uncaring. In fact, I was told that there are many such leaks throughout Tega Cay and that it would only break again ( it did, very shortly thereafter). The prevailing attitude seemed to be it was more trouble than it was worth to them....Well, heck yeah, when your friendly PCS will just let 'em raise their rates to cover their slipshod repairs.....so much for being "green' and conserving water--this incident occurred during the terrible drought That brought all sorts of mandatory restrictions to me--but the water service could ignore a leak????!!! Does this make sense to you???

If they cannot be reasonably competitive with other utilities and remain profitable then perhaps it is time for them to get out of the business!

PLEASE PLEASE PLEASE DO NOT PERMIT THIS GREEDY COMPANY TO FURTHER GOUGE ITS UNFORTUNATE CUSTOMERS!!!!

Unhappily yours,   
Gina Reardon  
5033 Suwarrow Circle  
Tega Cay, SC 29708